



## FRANCHISE TAX BOARD CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	FRANCHISE TAX BOARD	<b>RELEASE DATE:</b>	Thursday, November 12, 2009
<b>POSITION TITLE:</b>	Director, Field and Complex Account Collection Bureau	<b>FINAL FILING DATE:</b>	Wednesday, November 25, 2009
<b>CEA LEVEL:</b>	CEA 2	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 7,815.00 - \$ 8,616.00 / Month	<b>BULLETIN ID:</b>	10272009_2

### POSITION DESCRIPTION

Under the general direction of the Chief of the Accounts Receivable Management Division, the incumbent is responsible for the policy, planning, management, development and administration of the Field and Complex Account Collection Program. This includes collection activities for personal income and business entity large balance collection accounts, as well as collections and public service activities located at the central office and field offices throughout California.

The incumbent is responsible for providing enterprise leadership as a framework for providing strategic direction and key policies for the Field and Complex Account Collection Bureau with respect to collections, application of the related tax laws and regulations, enterprise or statewide activities, resource management, and ensuring programs meet departmental strategic objectives.

### MINIMUM QUALIFICATIONS

Applicants must meet the following minimum qualifications:

#### Either I

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

#### Or II

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

#### Or III

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

**Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

**KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity

exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

Communication & Interpersonal Skills: (1) Knowledge of interpersonal dynamics in the workplace, including workforce diversity, employee inclusion and engagement, and the need for open communication and trust. (2) Skill to recognize, mediate and manage conflicts, confrontations and disagreements in a positive and constructive manner that promotes cooperation and improves productivity. (3) Willing to make periodic visits to field collection offices to interact with employees and address local concerns (each office should be visited at least once per calendar year). Enterprise Perspective: (4) Skill to responsibly administer the program(s) of the FTB in a manner that reflects the mission and values of the organization and the fundamental principles of sound tax administration. (5) Ability to think in an enterprise manner and consider the overall impact to the FTB when program planning, managing operations and making decisions. Coaching & Mentoring: (6) Knowledge of the management principles for effective recruitment, selection, development and retention of competent staff; includes making appropriate assignments and managing staff performance. (7) Skill to address employee behavioral problems and implement appropriate corrective measures. Responsibility & Ethical Behavior: (8) Knowledge of FTB's Conflict of Interest Policy, Ethics, and other statutes and regulations governing the conduct of California's public administrators. (9) Ability to model the FTB's stated values and set high personal standards for ethical behavior. Problem Solving & Decision Making: (10) Ability to evaluate the priority of things to be done and adjust priorities as needed to meet critical deadlines. (11) Ability to make critical and timely decisions in difficult or ambiguous situations, exercising sound judgment and reasoning before acting. Operational Planning: (12) Skill to develop challenging, but achievable goals and performance measures that advance the organization's mission in a meaningful way. Strategic Planning: (13) Ability to define and communicate the vision for the team and establish goals and objectives. Leadership: (14) Skill to develop new approaches, methods, or technologies to improve operations and reduce costs. (15) Ability to work cooperatively with others to share both the work and the credit for team projects and enterprise outcomes.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **Director, Field and Complex Account Collection Bureau**, with the **FRANCHISE TAX BOARD**. Applications will be retained for twelve months.

*The Results of this examination will be used only to fill this position and may be used to fill subsequent vacancies for this position for a period of up to twelve months.*

### **FILING INSTRUCTIONS**

A standard State application (Std. 678) and Statement of Qualifications must be postmarked or personally delivered by the final filing date. Applications received via interoffice mail after the final filing date will NOT be accepted for any reason. Faxed or emailed applications will NOT be accepted.

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).

- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.
- Cover letters do not take the place of the Statement of Qualifications.
- Applicants who fail to submit a Statement of Qualifications along with a standard State application will be eliminated from this examination.

**Applications must be submitted by the final filing date to:**

FRANCHISE TAX BOARD, Exam Unit / Human Resources  
P.O. Box 550, Sacramento, CA 95812  
Wendy Duke | (916) 845-5979 | [wendy.duke@ftb.ca.gov](mailto:wendy.duke@ftb.ca.gov)

**SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

**GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The FRANCHISE TAX BOARD reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>